REQUEST FOR PROPOSAL (RFP)

Bangalore Electricity Supply Company Limited

(Wholly Owned Govt. Of Karnataka Undertaking)

Bangalore Electricity Supply Company Limited invites electronic Bids from eligible Bidders for the Work mentioned below, under Competitive Bidding against tender enquiry no:

Tender Enquiry No. BESCOM/2025-26/SE0239/CALL-2

(BESCOM/OP/ALDC/2025-26/MDM/ATS-AMC/CALL-2)

For

Providing Annual Technical Support and Annual Maintenance of Master Data Management System (MDM) for BESCOM for a period of 5 Years.

Issued by:
The Chief General Manager (Operations),
BESCOM, Corporate office
K.R Circle, Bangalore-560001

Disclaimer

This Request for Proposal **(RFP)** is for "Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM for five years". Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither BESCOM, nor any officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of BESCOM. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. BESCOM shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers, employees, consultants, and experts of BESCOM, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

BESCOM shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of BESCOM in selecting the Agency who qualifies through this RFP shall be final and BESCOM reserves the right to reject any or all the bids without assigning any reason thereof. BESCOM may terminate the RFP process at any time without assigning any reason and upon such termination BESCOM shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the BESCOM or any other costs incurred in connection with or relating to its Proposal (Bid). All such costs and expenses will remain with the Bidder and the BESCOM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal (Bid) regardless of the conduct or outcome of the selection process.

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Letter of invitation to Bidders

Tender Enquiry No	**BESCOM/2025-26/SE0239/CALL-2**
Name of the Organization	Bangalore Electricity Supply Company Ltd. (BESCOM)
Title of Services	**Providing Annual Technical Support and Annual Maintenance of Master Data Management System (MDM) for BESCOM for a period of 5 Years.**

Dear Sir/Madam,

BESCOM (hereinafter called "Purchaser") is executing RFP for Extension of Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM. More details on the services are provided in the Terms of Reference in this RFP document.

1) The RFP includes the following documents:

Section I - Invitation for Bids
Section II - Instruction to Bidders
Section III - General Conditions of Contract
Section IV - Special Conditions of Contract
Section V - Scope of Work
Section VI - Forms

2) You are invited to submit your proposal as per the attached RFP document.

Yours sincerely,

Sd/
Deputy General Manager (Operations-3)
BESCOM

1. Section I: Invitation for Bids

1.1 ABOUT BESCOM

BESCOM – Bangalore Electricity Supply Company Limited is responsible for power distribution in eight districts of Karnataka. BESCOM covers an area of 41,092 sq. kms with a population of over 207 lakhs. The company has 4-operating Zones – Bangalore Metropolitan Area Zone (south), Bangalore Metropolitan Area Zone (North), Bangalore Rural Area Zone and Chitradurga Zone, 9 Circles, 28 Divisions, 119+ Sub-divisions and 465+ Section Offices or O&M offices.

1.2 OBJECTIVES OF THE RFP

1.2.1 The objective of this RFP is for selection of Vendor for Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM as per terms and conditions mentioned herein.

Detailed Scope of work has been specified in Sections V (Scope of work), clause 5.2 of this tender document.

1.3 KEY EVENTS AND DATES:

1	Tender Inviting Authority	CGM (Operations), BESCOM
2	Date of Publication of RFP	01.08.2025
3	Pre-Bid meeting	05.08.2025, 11:30 AM at the Office of CGM (Operations), BESCOM Corporate Office, 3rd Floor, 2nd Block, K. R Circle, Bangalore-560001
4	Last date of Receiving Queries/ Clarification	Queries if any may be sent to dgmop3@bescom.co.in on or before 05.08.2025, 11:00 AM
5	Last Date of Submission of bids	08.08.2025, 05:00 PM
6	Earnest Money Deposit Payable	Rs. 23,549/-
7	Amount put to tender	Rs. 23,54,897/-
8	Date, Time of Opening of Techno-Commercial Bid	11.08.2025, 05:15 PM
9	Date, Time of Opening of Financial Bid	14.08.2025, 11:00 AM

1.4 DETAILS OF ITEM:

The Annual Technical Support and Annual Maintenance is required for 5 years from the date of DWA.

A tender I mount put to NR	**Part-A :** Application Up gradation cost, Data migration and hardware refresh cost	The hardware specifications are mentioned in **Annexure A.**
	Part-B : **(i)** Hardware AMC + Application ATS cost + Connectivity charges for One year.	
	(ii) Hardware AMC + Application ATS cost + Connectivity charges for Five years	
	Part-C [Part-A +Part-B(ii)]: Total amount put to tender	Rs.23,54,897 (Rupees Twenty Three Lakh Fifty Four Thousand Eight Hundred Ninety Seven only)
EMD		Rs.23,549 (Rupees Twenty three five forty nine only)
Contract Period		Five Years

1.5 HARDWARE SPECIFICATION(ANNEXURE A):

The Hardware proposed by the bidder should minimum support the below mentioned hardware specification.

Server Specifications:

Description	**Details**
Quantity	Minimum 2 servers
Chassis	
Form Factor	Tower/ Rack
Processor	
Description	**Details**
Processor Architecture	CISC(X86)

Number of Cores per Processor	4
Processor Base Frequency (GHz)	2.5
Processor Turbo Frequency (GHz)	4.7
Motherboard	
Expansion Slots Gen 3 (PCIe x4)	2
Expansion Slots Gen 3 (PCIe x8)	1
Maximum number of Sockets available on Server	1
Maximum number of Sockets populated with Processors available on Server	1
Memory	
Type of RAM	DDR4 SDRAM with ECC
Total Number of DIMM Slots available	4
Number of DIMM Slots populated with DDR SDRAM	1
DDR SDRAM Size (GB)	16
DDR SDRAM upgradable upto using spare DIMM Slots (GB)	64
HDD Storage	
Type of Interface for Hard Disk Drive	SATA
Total number of Slots available for SATA Drive	2
Number of Slots populated with SATA Drive	1
Capacity offered per SATA Drive (GB)	2000
SATA drive speed (hot plug or better) (RPM)	7200
Speed of RAID Controller Ports (Gbps)	6
Ports & Interfaces	
Network Card Supported	1G
Number of Networking Interface Cards (LAN)	1
Whether Network Interface Card Embedded	Yes
Total Number of Ethernet Ports required in Server	2x10G RJ 45
Networking Interface Card Features	Asset Feature Tracking
Video Controller (support VGA or above resolution)	Yes
Keyboard Port	Yes
Mouse Port	Yes
DVD ROM (Internal/External)	Yes
USB Ports (version 2 point 0 /3 point 0)	4
Features	
Management Features-1	Remoter power On/ Shutdown of server,
Management Features-2	Management of multiple Servers from single console with single source of truth for multiple sites.
Description	**Details**

Security Features-1	Secure Boot(Firmware and Bios Level Security)
Security Features-2	Secure /Automatic BIOS recovery
Miscellaneous	
Maximum power consumption of the system (Watts)	500
BIS Registration under CRS of MeitY	Yes
Warranty	
On Site OEM Warranty (Year)	3

Firewall Specification:

Description	Details
Quantity	Minimum 1
Device Type :	Firewall
GE RJ45 WAN / DMZ Ports	2 / 1
GE RJ45 Internal Ports	5
USB Ports	1
Console (RJ45)	1
IPS Throughput	21.4 Gbps
NGFW Throughput 2,	41 Gbps
Threat Protection Throughput 2,	5700 Mbps
Firewall Throughput (Packets Per Second)	9 Mpps
Concurrent Sessions (TCP)	700 000
New Sessions/Second (TCP)	35 000
IPsec VPN Throughput (512 byte)	16.5 Gbps
Gateway-to-Gateway IPsec VPN Tunnels	200
Client-to-Gateway IPsec VPN Tunnels	500
SSL-VPN Throughput	900 Mbps
Concurrent SSL-VPN Users (Recommended Maximum, Tunnel Mode)	200
SSL Inspection Throughput (IPS, avg. HTTPS)	3630 Mbps
SSL Inspection CPS (IPS, avg. HTTPS)	3400
SSL Inspection Concurrent Session (IPS, avg. HTTPS)	355 000
Application Control Throughput (HTTP 64K)	21.8 Gbps
Certification	Common Criteria /NDPP/NSS/ICSALabs
Maximum Operating Temperature (Degree C)	40
IPv6 Ready from day 1	Yes
On Site OEM Warranty (Year)	3

Router Specification:

Specification	Details
Quantity	Minimum 1
Product Type:	Ethernet Router
Form Factor:	2U Rackmount able
DRAM:	4 GB
Route Processor (RP):	Dual-core 2.13Ghz processor
Flash Storage:	8 GB
Integrated Ports:	6x 1GE SFP
Active Ports (Licensed):	6x 1GE SFP
Throughput:	Up to 36 Gbps
External USB Flash Memory:	4-GB USB Flash-memory Support
Shared Port Adapters:	3 SPA Slots
Redundancy:	Yes
Power Supplies	Redundant PSUs

Anti-Virus

Specification
Quantity : Minimum 2 one for each Servers
Antivirus should support both Real Time and Schedule scan.
Solution should have the flexibility to configure real time and schedule scan for guest VMs.
Solution should support excluding certain file, directories, file extensions from scan (real time/schedule)
Solution should support various Actions like, Clean, Delete, Quarantine, Pass
Solution Should have self-learning Capabilities.
Solution should have the functionality of generating log report and prepare correlation of suspicious events.
Solution should support File Type Detection and checking File extension.
Solution should support heuristic technology blocking files containing real-time compressed executable code.
The proposed solution should be able to detect and prevent the advanced threats which come through executable files, PDF files, Flash files, RTF files and and/or other objects using Machine learning.
The proposed solution should be able to perform behaviour analysis for advanced threat prevention.
Solution should have Ransomware Protection in Behaviour Monitoring.

1.6 ELIGIBILITY CRITERIA :

Pre-qualifying requirements for selection of successful Bidder are mentioned hereunder:

The following documentary evidence in respect of qualifying requirements shall be uploaded by the Bidder in the form of electronic/scanned copies in the KPP portal by the participating Bidders.

1.6.1 PRE-QUALIFICATION CRITERIA:

Amount put to Tender: Rs. 23,54,897/- (Rupees Twenty-Three Lakh Fifty-Four Thousand Eight Hundred and Ninety-Seven only)

Pre-Qualification Criteria		
Technical Qualification Criteria		
Sl. No.	**PQ Criteria**	**Documents to be uploaded**
1	The Bidder should be in existence as any of the following a) Company incorporated in India under the Companies Act, 1956/2013 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of Company. 2. Annual filings (E-Forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years. 3. Declaration from Directors of the Company stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender(s).

	b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP. 3. Form 11-Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for proceeding two Financial Years.
	c)Partnership Firm under Partnership Act,1932 in India	1. Partnership Deed, GST Registration Certificate. 2. Shops & Establishment Registration Certificate, as applicable.
	d) Sole Proprietorship Concern	PAN/GST Registration Certificate
2	The bidder should have been in the IT/Software services for the last 3 years with experience in installation, commissioning and maintenance of servers.	The bidder shall upload work award copy or P.O copy along with work completion certificate issued by work award or P.O issuing authority of the firm prior to 31.01.2022
3	The bidder shall have at least handled minimum 2 projects related to: Maintenance and Technical Support of software in any of the power distribution utilities in past 3 years.	The bidder shall upload work award copy or P.O copy along with work completion certificate issued by work award or P.O issuing authority of the power distribution utilities (including scope of the work).
Financial Qualification Criteria		
4	Annual Turnover of the Bidder should not be less than the amount put to tender in any two of preceding five financial years viz., 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24.	The bidder shall upload a certified copy of the audited annual account statement, balance sheet & Profit and Loss statement for preceding five financial years viz., 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24.
5	Liquid Assets as on last date of previous month or before last date of submission of technical bid consisting of cash at bank + Term Deposits + availability of fund based credit facilities in any of the	The Cash at Bank, Bank Deposits and availability of fund based credit facilities shall be supported by certificate from Nationalized/ Scheduled Bank shall be uploaded.

	Nationalized bank or Scheduled Bank shall not be less than 25% of amount put to tender.	If the Bidder has banking with more than one Bank, then the available balance liquid assets mentioned above on a particular date i.e., as on last date of previous month or before last date of submission of technical bid shall be the same date and time for all the banks. In case of Fund Based credit facility, the certificate issued by Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on last date of previous month or before last date of submission of technical bid shall be uploaded. The certificate shall be submitted in the prescribed format in the bid document.

General Requirements		
6	Even though the Bidders meet the above criteria, they are subject to be disqualified if they have: i) made misleading or false representations in the forms, statements and attachments submitted in proof of qualification requirements; **and/or** ii) record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; **and/or** iii) Participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification. **and/or** iv) Black-Listed due to non-performance in execution of works by any ESCOMS/Govt. Utilities/PSUs as on date of bid submission. **and/or** v) Defaulted/short closed due to non-performance in execution of works against the order placed by any ESCOMS/Govt. Utilities/PSUs as on date of bid submission.	Scanned copy of Self-declaration on notarized stamp paper of Rs.500/-shall be uploaded and the Bidders shall mention the Tender Enquiry No. along with date of Self Declarations.

1.7 CONTRACT PERIOD

The total contract period of Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM is for Five years from the date of DWA.

1.8 Bid Submission

Instructions regarding KPP portal:

1. The bid is to be quoted online through e-auction in the Government of Karnataka "Karnataka Public Procurement (KPP) portal" on **https://kppp.karnataka.gov.in only.**
2. Bidders, who have not registered in the KPP portal, may do so by registering through the above website. **A non-refundable Tender processing fee** as determined by the above said procurement platform shall be payable electronically by the Bidders at the time of submitting Bids.
3. The Bidders can access bid documents on the web site and participate in the e- Auction within the stipulated time and date as per auction notice details through above portal only.
4. Bidders shall attach scanned copies of all the certificates pertaining to the qualifying requirements as mentioned in the eligibility criteria and any other certificates as required in the tender, which are mandatory.
5. The Bidders shall furnish the original certificates for verification whenever required to the BESCOM authorities, failing which the Bidder will be disqualified.
6. Conditional bids, incomplete bids, bids without EMD, bids not properly uploaded and bids submitted late will be rejected.
7. Date and time-stamp of the portal shall be final in deciding the time and date of submission of bid through e-Auction. Decision of the Company in this regard is final and must be accepted by all the Bidders.
8. The Bidders shall quote in Indian Rupees only.
9. Bids shall be submitted through above portal only.
10. The Bidder shall upload documents to satisfy qualifying requirements, EMD, Declaration form, proof of address wherever necessary, pollution controls board authorization /certificate whenever required and other statutory requirements.
11. The EMD furnished by the Bidders will be forfeited in case the Bidder withdraws the offer during the validity or violates any clause stipulated in the bid.
12. The prospective Bidders shall upload all the relevant documents along with the bid.
13. **The validity of the bid shall be 180 days from the last date of bid submission.**
14. Corrigendum **/ Modification / Corrections, if any will be published in the portal website only, for any clarification on e-procurement, request for e-procurement training, Bidders can contact HELP DESK at +91-8046010000**

Note: The above Notification is subject to changes from time to time. Prospective Bidders are requested to contact the authorized person / office indicated in the Notification for the authentic prevailing version. The Management does not take any responsibility for any consequences arising out of any acts or forbearance on the part of the third parties on the basis of the above Notification.

Procedures

1. The Bids along with prescribed documents as per annexures shall be submitted through KPP portal and the Bidders are requested to familiarize themselves with the procedure of E-Procurement thoroughly before submission of Bids.
2. Mere issue/downloading of Bid Document does not qualify any Bidding firm for appointment. The Bidders who does not comply with the eligibility Criteria mentioned in the Tender Notification/Bid document will be rejected.
3. The submission of Bidders implies that they have read and understood the contents of Tender Notification and the Bid document.
4. The Authority reserves the right to accept/reject all or any of the Bids without assigning any reasons.
5. Conditional quotes/ Bids are not acceptable.
6. The declaration given by the Bidders is found false on verification, the offer of such Bidder will be discarded and not considered for evaluation and legal action will be initiated against such Bidder who has submitted the false declaration.

Sd/-

Chief General Manager
Operations, Corporate Office, BESCOM

2. Section II: Instructions to Bidders

2.1 INSTRUCTION

2.1.1 Bangalore Electricity Supply Company Limited invites tenders vide Enquiry No. **BESCOM/2025-26/SE0239/CALL-2** in two parts (Technical Bid and Price Bid) through KPP portal **https://kppp.karnataka.gov.in** for providing Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM.

2.2 COST OF BIDDING

2.2.1 The Bidder shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, Technical bid and other presentations etc., and BESCOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.3 UNDERSTANDING OF BID DOCUMENTS

2.3.1 A prospective Bidder is expected to examine all instructions, forms, terms and specifications in the Bid documents and fully inform himself so as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bid document or submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of its bid.

2.4 LANGUAGE OF BID

2.4.1 The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

2.5 CURRENCIES OF BID

2.5.1 Bidders may express their bid price in Indian Rupees only. Price Bid in any currency other than INR will be treated as non-responsive and hence will be rejected.

2.6 BID VALIDITY

2.6.1 Bids submitted by Bidders shall remain valid for acceptance for One Hundred and Eighty (180) calendar days from the last date of Bid submission.

A Bid valid for a shorter period may be rejected by the Purchaser as being non-

responsive.

2.6.2 In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The earnest money deposit provided under Clause 2.7 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

2.7 EARNEST MONEY DEPOSIT (BID GUARANTEE)

2.7.1 The bidders shall pay 1% EMD against amount put to tender through any of the payment modes mentioned in the KPP portal for payment of EMD.

2.7.2 Permanent EMD holders are also necessary to furnish EMD. Government/Quasi Government/Public Sector Undertakings are not exempted from furnishing the Bid security.

2.7.3 EMD will be returned / refunded for the unsuccessful bidders on finalization of the order and EMD of successful bidders will be returned after furnishing the Performance Guarantee by the Successful Bidder.

2.7.4 Bids shall be accompanied by Bid Security (EMD) amount as indicated in "**Key Events and Dates"** (in para 1.3) shall be submitted through any of the four e-payment modes mentioned in the KPP Portal. The Bid Security is required to protect the owner against the risk of Bidder's conduct including withdrawing the bid after acceptance for any reason whatsoever, which would warrant the Guarantee forfeiture, pursuant to Para 2.7.5. The Bid Security shall be made payable to the Owner without any condition whatsoever.

2.7.5 Any Bid not secured in accordance with Para 2.7.1 above will be rejected summarily by the Owner as Non-Responsive.

2.7.6 The bid guarantee may be forfeited:

a) If a Bidder withdraws / modifies its bid during the period of bid validity specified by the Bidder on the Bid Form; or
b) In case of a successful Bidder fails to sign the Contract or furnish the Agreement within the prescribed date or
c) In case of a successful Bidder fails to furnish the bank guarantee.

2.7.8 E-payment modes for Tender Processing Fee & Earnest Money Deposit

The Bidders should pay the Earnest Money Deposit (EMD) & Tender Fee in the KPP portal using any of the following payment modes:

a) Credit Card
b) Direct Debit
c) National Electronic Fund Transfer (NEFT)

2.8 DEADLINE FOR SUBMISSION OF BIDS

2.8.1 Bids must be uploaded in the KPP portal on or before the date specified in "**Key Events and Dates"** (in para 1.3) section of the document or the KPP portal. BESCOM may, at its discretion, extend this deadline for the submission of bids by amending the Bidding Document, in which case all rights and obligations of Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.9 MODIFICATION AND WITHDRAWAL OF BIDS

2.9.1 The Bidder may modify or withdraw its bid after the bid's submission provided that written notice of the modification or withdrawal is received by Purchaser prior to the deadline prescribed for submission of bids.

2.9.2 No bid may be modified subsequent to the deadline for submission of bids.
No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the

2.9.3 Bid Form withdrawal/modification of a bid during this interval may result in the Bidder's forfeiture of its bid security.

2.9.4 In KPP Portal Contractor has the option of withdrawing the Bid by digitally signing to withdraw/cancel bid before the bid submission time /Date.

2.9.5 Earnest Money Deposit paid by the unsuccessful Bidders will be returned as soon as possible after the tender has been finalized.
Earnest Money Deposit of the successful Bidder will be refunded after successful fulfillment of the contract.
The deposit towards EMD shall not carry any interest. Permanent EMD will not be considered.

2.10 FORMAT OF BID

a) The bids shall be uploaded in the KPP portal, on or before the last date and time of submission of bids. Bids not submitted through KPP portal and non-submission of EMD will be disqualified.

b) The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

c) All the documents in support of qualifying requirements and all necessary documents shall be scanned and uploaded in the KPP portal

2.11 CONTENTS OF TENDER DOCUMENT

2.11.1 The services required, bidding procedures, contract terms, etc. are prescribed in the Tender Document. Bidders are expected to examine all instructions, terms & conditions, specifications, annexures, forms and other information in the Tender Document. Failure to furnish any or all information as required or submit a Bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the Bid.

2.12 BIDDER TO OBTAIN HIS OWN INFORMATION

2.12.1 The Bidder shall for all purposes deemed to have independently obtained all necessary information for the purpose of preparing his Bid. The correctness of the details given in the Tender Document is for guideline information only, to help the Bidder prepare his Bid.. The cost of visiting the sites shall be borne by the Bidder. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not providing services in strict conformity with scope and special conditions of the contract.

2.13 CLARIFICATION ON TENDER DOCUMENT

2.13.1 If the prospective Bidder finds discrepancies or omissions, in specifications and document or is in doubt as to the true meaning of any part, he shall at once make a request, in writing, for an interpretation/clarification, to Purchaser.
The Purchaser, then, will issue interpretation(s) and clarification(s) as may think fit in writing.
A prospective Bidder requiring any clarification on the RFP Document may submit queries, in writing, at the mailing address and as per schedule indicated in "Invitation for Bids/ Key events and dates". The queries must be submitted in the following format only to be considered for clarification.

Sl. no.	**Section no./ Clause no.**	**Page no.**	**Description/ Reference/ Subject**	**Clarification Sought**

The queries not adhering to the above mentioned format would not be responded. BESCOM will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation for Bids/ Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the KPP portal. Responses will be uploaded by the Purchaser in the portal to any request for such clarification of the Bidding Document.Verbal clarification and information given by Purchaser or his employee(s) or his representative(s) shall not in any way be binding on Purchaser.

2.14 AMENDMENT OF BIDDING DOCUMENT

2.14.1 At any time prior to the deadline for submission of the Bids, Purchaser may, for any reason, at its own initiative modify the Tender Document by issue of an addendum/corrigendum.

2.14.2 In addition, Purchaser may issue addendum/corrigendum to the Tender Document to make/reflect amendment(s) in terms & condition or Scope of Work specified in this Tender Document.

2.14.3 Any such addendum/corrigendum will be made available at the Karnataka KPP portal website. No separate other communication in this regard shall be made with any Bidder. It will be the responsibility of the Bidder to regularly visit the website to keep themselves updated on such changes.

2.14.4 No clarification obtained through verbal communication by the Bidders from any officer, agent or employee of the Purchaser or any staff of the BESCOM IT Consultant will be deemed as addendum/corrigendum to the Tender document.

2.15 GENERAL INSTRUCTION FOR BID PREPARATION

2.15.1 The Bidders are advised to submit their Bids complete in all respect. The Bidder shall submit a comprehensive list of attached forms/declarations/certificates etc. in response to Tender Document.

2.15.2 The Scope of Work specified in this Tender Document shall be executed strictly in accordance with the conditions specified in the RFP and other conditions specified in various sections of this Tender Document. If any of the aforesaid condition is not clear to a Bidder, clarification may be sought from the Purchaser as per the provisions of clause 2.13 (Clarification on Tender Document).

2.15.3 The Bidders must accept all the conditions specified in the Tender Document to facilitate early finalization of Bids. Separate set of commercial conditions (such as Bidder's standard printed conditions) enclosed with the offer and any reference there to may prevent the Bid from being considered by the Purchaser.

2.16 PREPARATION OF BID/PROPOSAL

2.16.1 Bidder shall submit one Bid. If, Bidder submits more than one Bid such Bids shall be disqualified (including first bid and successive bids).

2.16.2 The Bid/Proposal as well as all related correspondence exchanged by the Bidders and the Purchaser shall be written in English language, unless specified otherwise.

2.16.3 In preparing their Bid/Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Bid/Proposal.

2.16.4 The Technical Bid/Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

2.17 FINANCIAL BID/PROPOSALS

2.17.1 The Financial Proposal shall be directly entered in the KPP portal. It shall list all costs associated with the Assignment/Job, including the various deliverables costs and taxes. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

Bidders are to Enter/Key-In the bid price directly in the KPP portal of GoK, in the financial bid section. This is as per the GOK Circular: ಸುತ್ತೋಲೆ ಸಂಖ್ಯೆ: ಆಇ 165 ಪೆಚ್ಚ-12/2017 dated 21/3/2017. As per the circular only the price entered/keyed-in the portal is to be considered for bidding purpose and no document uploaded as financial bid is to be considered.

Bidders should not upload the Price bid form in the portal in technical or financial section (there is no provision for upload in financial section of portal.). If bidder uploads financial bid in the technical section such bids will be summarily disqualified.

2.17.2 The Firm price should only be quoted.

2.17.3 The bidder must quote in Indian Rupees (in INR) only. Bids in currencies other than INR would not be considered and the bid will be rejected forthwith.

2.17.4 The prices offered shall be on a fixed price basis inclusive of GST and should not be linked to the foreign exchange or any other variable.

2.17.5 The prices offered should be inclusive of all the deliverables mentioned in Scope of work of section Special Conditions of Contract

2.18 RIGHT OF PURCHASER TO ACCEPT OR REJECT BIDS

2.18.1 The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

2.18.2 The right to accept the Bids in response to this Tender Document will rest with the Purchaser. The Purchaser further does not bind himself to accept and reserves the authority to reject any or all the Bids received without assigning any reason whatsoever.

2.19 BID OPENING

2.19.1 The e-procurement system allows the Purchaser to download and open the e-submitted bid files from bidders only after the time for opening the bids. The technical bids will be opened as per dates given in the KPP portal.

2.19.2 The price bids of all the qualified technical responsive bidders shall be opened after completion of successful Technical evaluation.

The e-submitted bids must be readable through open standards interfaces. Unreadable and or partially submitted bid files shall be considered incomplete and rejected for further bid evaluation.

2.20 BID EVALUATION

2.20.1 The evaluation process of the tender, proposed to be adopted by the Purchaser is indicated under this clause.

2.20.2 **Evaluation of Techno –commercial Bid**

a) The Pre-Qualification Proposal will be evaluated and only those **bidders who qualify the requirements will be considered for Technical evaluation**.

b) Documents and required forms uploaded by the bidders as part of the Pre-Qualification criteria will be opened and evaluated for compliance in this stage of evaluation.

c) Only those Bidders who meet all the pre- qualification criteria stated in this RFP, shall be considered for Technical Evaluation of Bidder.
BESCOM will review the documents of the bidder. Evaluation shall be on the basis of technical specifications and documents provided by the Bidder.
Any deviation to the technical specification will be treated as disqualified.

2.20.3 **Evaluation of Financial Bid.**

a) The Financial Bids of techno-commercially qualified bidders will only be opened.

b) Only fixed price commercial bids indicating total price for the deliverables specified in this bid document will be considered.

c) Prices shall be quoted in Indian Rupees, inclusive of all statutory charges, duties and GST etc. both in figure and words rounded to one rupee.

d) Any conditional bid would be rejected.

e) No escalation of cost is allowed during the validity of the contract period.

f) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall

prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the lowest amount will be considered".

g) If there is no price quoted for the deliverables, the bid shall be declared as disqualified.

The Financial Bids would be evaluated based on the overall price quoted by the Bidder as in Price Bid form. **The evaluation would be based on L1 criteria only. The Bidder who quotes the lowest price shall be considered as L1**.

2.21 NEGOTIATIONS

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. However, BESCOM reserves the right to negotiate price before awarding the contract.

2.22 AWARD CRITERIA

The Successful bidder will be issued Letter of Intent (LOI). On receipt, the bidder should comply with the following requirements:

1. Submit duly signed acceptance letter to LOI.
2. Submit Performance Bank Guarantee for 5% (Five) of Contract Value.
3. Submit Contract agreement along with SLA on a Rs. 500/- value non judicial stamp paper (BESCOM will issue draft contract agreement to bidder)
4. Submit Non-Disclosure agreement (NDA) (BESCOM will issue draft SLA agreement to bidder)

Once all the above documents are submitted to BESCOM, a Detailed Work Award (DWA) will be issued by BESCOM.

2.23 RIGHT TO ACCEPT/REJECT ANY OR ALL BIDS

Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser's action.

2.24 NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER

BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. BESCOM will not be obliged to meet and have discussions with any bids, any or to listen to any representations.

2.25 NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity and extended validity period, if any, Purchaser will notify the successful Bidder in writing by registered letter/email, that its bid has been accepted.

3. Section III: General Conditions of Contract (GCC)

3.1 Bid Prices

3.1.1. Unless otherwise specified in the Scope of Work, Bidders shall quote for the entire Services on a Single Responsibility/ Turnkey basis such that the total Bid price covers all the obligations of the Bidder mentioned in or to be reasonably inferred from the Tender Document in respect of providing the product/services wise.

3.1.2 Bidders are required to quote the price for the required items as per Scope of Work specified in RFP as in section 5.

3.1.3 Bidders shall give the prices in the manner and detail as asked for in the Price Bid given in price bid form failing which the Purchaser shall reserve the right to assume/extrapolate the prices for the item/services for which the price has not been quoted and the same will be binding on the Bidders. Responsibility for including all applicable taxes, duties and levies in the Bid lies with the Bidder and the Purchaser shall not be responsible for any error/omission on the part of the Bidder.

3.1.4 The taxes, duties and levies in the form of Goods and Services Tax (GST) shall be indicated by the Bidder in the Price Bid given in Form 6 of section 6 and shall be quoted as the rates in force as on seven (7) calendar days prior to the last date of Bid submission as mentioned in event sheet. The total price quoted by the bidder should be inclusive of GST.

3.1.5 The price shall be inclusive of GST. BESCOM will not pay any other taxes, whatsoever in respect of this contract. Any increase in the tax should be absorbed by the firm during the contract and any reduction in the tax should be passed on the BESCOM

3.2 Performance Guarantee

3.2.1 The successful Bidder shall furnish the performance security in the form of bank guarantee/**e-BG** issued by a public sector nationalised bank/scheduled commercial banks in India, payable at Bengaluru equal to 5% (Five) of Total Contract Value and valid up to 90 days after the end of contract period. Performa as per form 2 of section 6 in the RFP shall be followed.

3.3 Incidental Services

The Successful bidder may be required to provide any or all of the following services, including additional services, if any:
(a) Performance or supervision of the on-site assembly and/or start-up of the supplied

Goods;
(b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
(c) Furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods; `
(d) for a period of time agreed by the parties, provided that this service shall not relieve the Successful bidder of any warranty obligations under this Contract; and (e) Training of the Purchaser's personnel, at the Successful bidder's plant and/or onsite, in assembly, start-up, operation, maintenance and/or repair of the supplied Goods.

3.4 Payment Terms & Penalties:

3.4.1.1 Payment Terms and schedule are as below:

Maintenance Cost of Master Data Management (MDM) System for BESCOM is as follows:

Sl. No	Particulars	Payment Terms	Time line	Deliverables	Penalty
1.	Part-A: Up-gradation cost and Hardware refresh cost	a) 90% of the total DWA cost of Part-A. b) 10% of the total DWA cost of Part-A.	a) Within 2months from the date of DWA. b) After the expiry of 60th month of DWA or initial contract period from the date DWA.	On submission of Order/P.O issued to OEM for Up-gradation and refreshment of existing Hardware with an aim of increasing the performance of the hardware system. Successful completion DWA tenure with satisfactory level of Tenderer.	As mentioned in 3.4.a.(i)
2.	Part-B: Hardware AMC + application ATS cost + connectivity charges for 5 years.	20% of DWA cost of Part-B	Each time of expiry of 12th, 24th, 36th, 48th and 60th month from the date of issues of DWA.	Submission of documents such as works related to 1) Quarterly maintenance of the application.	As mentioned in 3.4.a.(ii)

				2) Quarterly Cyber Security drill.	

No extra taxes or levies or any other taxes will be paid by BESCOM, it shall be borne by the firm and BESCOM will not entertain separate claim of whatsoever on this context. If there is any reduction in taxes and duties, the same shall be availed and passed on to BESCOM.

The firm shall submit the bill in duplicate duly certified by Assistant General Manager (ALDC), Deputy General Manager (Operations3) in charge of ALDC and counter signed by Chief General Manager (Operations) and payment will be made by AGM (E&S) Section, BESCOM.

The Payment under maintenance phase will be made on **yearly basis** subject to penalty deductions.

3.4.1.2. Deliverables related to one time up-gradation cost and Hardware refreshment cost. (Part-A):

(a) On submission of Order/P.O issued to OEM for Up-gradation and refreshment of existing Hardware with an aim of increasing the performance of the hardware system.
(b) Successful completion DWA tenure with satisfactory level of Tenderer.

3.4.1.3. Deliverables related to Annual maintenance (Part-B):

The payments will be made on annual basis subject to submission of following deliverables:

- Submission of invoice in triplicates after completion of every year. The date of issue of DWA/contract will be the start date of ATS and AMC.
- Conducting preventive health checkup/diagnosis by the OEM and submission of reports.
- Upgrade of firmware/software license, installation of patch etc. by the OEM, if any done in the quarter.
- Submission of report detailing list of faulty parts replacement done by the OEM if any done in the year.
- To submit the Root Cause Analysis report of the OEM in the event of failure of hardware or issues encountered in the supplied software/hardware or both.
- Application of penalty charges for breach in SLA.
- Certification of invoice from AGMALDC, DGM(OP3) and Chief General Manager (Operations) Section.

3.4.2 Service Level Agreements & Penalties.

The system shall adhere to the following service levels.

1

(i).Up-time

Sl.no.	Performance	Requirement	Penalty
1	Baseline	> 98.5% uptime calculated on a quarterly basis	None
2	Lower performance	97-98.5% uptime calculated on a quarterly basis	5% of quarterly maintenance fee
3	Breach	< 97% uptime calculated on a quarterly basis	8% of quarterly maintenance fee

Note

1. The implementation agency is required to implement the requisite tools to automatically generate reports on up-time of MDM application
2. The up-time SLA will be implemented only during the maintenance phase
3. In case of breach condition, BESCOM may issue a show cause notice seeking explanation from the implementation agency. BESCOM may choose to terminate the contract if response is not found satisfactory.

(ii). Timely Error Resolution:

S.no.	Performance	Requirement	Penalty
1	Baseline	Within 12 hours of reporting	None
2	Lower performance	12 – 36 hours of reporting	5% of quarterly maintenance fee
3	Breach	> 36 hours of reporting	8% of quarterly maintenance fee

Note

1. This error resolution SLA will be implemented only during the maintenance phase
2. The time taken for error resolution will be calculated as follows (B-A), wherein:
    a. A = BESCOM reports an error by e-mail providing error details

	b. B = The time at which Implementation Agency confirms by e-mail that the error has been resolved 3. In case of breach condition, BESCOM may issue a show cause notice seeking explanation from the implementation agency. BESCOM may choose to terminate the contract if response is not found satisfactory	
2	The firm shall have to access the server only directly from the BESCOM Data Centre. Remote access to the production servers will not be provided.	
3	The cost of networking equipment required to connect the servers to the data Centre set-up is included in the award price. BESCOMs shall not procure networking equipment or pay separately for Networking equipment	

3.5 LIQUIDATED DAMAGES AND PENALTY:

As in Section 3.4 a) Payment Terms & Penalties and 3.4 b) Service Level Agreements & Penalties.
In addition, BESCOM may impose additional penalty for reasons as below:

3.5.1 If the Goods and Related Services supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/modified by the Supplier to meet the requirements within 14 days of being informed by the Utility, the Utility shall be free to impose any penalty as deemed fit. In addition, the Utility shall reserve the right to terminate the contract and recover liquidated damages by forfeiting the performance guarantee submitted by the Purchaser.

4. Section IV: Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

4.1	The Purchaser's country is: The Union Of India.
4.2	The Purchaser is: Bangalore Electricity Supply Company Ltd.

4.3	The web-site is **https://kppp.karnataka.gov.in only.** The details regarding the RFP (Bid) process shall be available on the same. The eligible bidders should visit the website from time to time and get the status updates. All details uploaded on the website from time to time shall be deemed to have been provided to all the bidders.
4.4	The language shall be: English
4.5	For notices, the contact details shall be: THE CHIEF GENERAL MANAGER (OPERATIONS) BANGALORE ELECTRICITY SUPPLY COMPANY LTD. 3RD FLOOR, 2ND BLOCK,CORPORATE OFFICE, K R CRICLE, BANGALORE -560001, KARNATAKA. Email: cgmop@bescom.co.in Contact: 9449844899
4.6	The governing law shall be: Laws applicable in exclusive jurisdiction of the High Court of Judicature at **Bangalore**, India and all courts subordinate to its exclusive Jurisdiction.

4.7	The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolution to the formal mechanisms, described below (The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed): a. The mechanism for resolution of disputes for bidders shall be in accordance with the Indian Arbitration and Conciliation Act of 1996. The Arbitral Tribunal shall consist of 3 (Three) Arbitrators. Each Party shall nominate an Arbitrator and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator. b. The place for arbitration shall be **Bangalore, Karnataka**

4.8	The price adjustment shall be: The bidders may please note that the prices are upward/downward Adjustable. Purchaser reserves the right to review and negotiate the charges payable at any time to incorporate downward revisions as applicable and necessary, including due to lowering of any applicable taxes, duties and any other statutory levies. Prices shall not be subject to any upward/downward revision on any account whatsoever throughout the period of contract. Provided that any revision in taxes, statutory levies, duties which is not occasioned due to any change in place, method and time of supply or non-performance / non-fulfilment of any condition of any exemption considered by the bidder at the time of proposal, shall be considered for price adjustments. The utility reserves the right to increase or decrease the contract value subject to the limit of 25%. It is clarified that this increase or decrease of 25% shall not entitle either party to claim revision of the unit price of the services.
4.9	**General terms and conditions of Payment Schedule** 1) All payments shall be made centrally at OPERATION section of BESCOM in favour of the Successful Bidder. 2) The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs majorly defined. The SLAs will govern the penalty and deductions from payments for inferior deliverables. 3) Bidder needs to ensure completion of all works before submitting the invoice and approved only after the particular activity is completed. In case even part of the work is pending payment for that activity shall not be made. 4) The detailed terms of payment are as per the clause 3.4 5) Cost has to be mentioned as per prescribed formats only. 6) Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or service rendered by bidder is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the bidder, till such work/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the Purchaser under this contract.
4.10	The currencies for payments shall be in Indian Rupees (INR).

4.11	The Performance Security paid, shall be in the form of Bank Guarantee/ **e-BG** issued by a Scheduled Indian Bank as notified by Reserve Bank of India. The Bidder shall submit Performance Security of 5% on the Total Contract value to be valid for 90 days beyond the completion of contract period.

5. Section V: Scope of Work

5.1 Detailed Scope of Work

The bidder needs to provide Annual Technical Support and Annual Maintenance to web based Master Data Management (MDM) system which is already running successfully, with following responsibility.

a) Technical Support and annual maintenance of web based MDM application for all existing working functionalities.
b) The Server infrastructure is already installed. The firm shall host and manage the Server throughout the contract period and when requested by BESCOM the same shall be shifted to BESCOM Data Centre or wherever BESCOM intends to place the infrastructure, at firms own cost and BESCOM will not pay any additional cost for this.
c) Coordinate with State Data Centre (SDC) representatives as required to obtain the requisite SAN storage and in ensuring timely data back-up.
d) Ensure data back-up in line with the policy.
e) Conduct a DR drill periodically (first year every three months post one year every six months) to verify and confirm whether data is backed up correctly.
f) Release version notes as and when new functionality/new application protocol/new updated user interface protocol is added in the software. The bidder should not charge BESCOM for these changes and updates.
g) Actively advice BESCOM on new data fields (i.e. those other than the specified data fields) which could be brought into MDM. The bidder should not charge BESCOM for these changes and updates.
h) To have a consistent and continuous coordination with SLDC, KPTCL for timely updation of required information/data from SCADA to MDM and 400/220/66/11KV sub stations to get the data or to provide assistance to fetch the data.
i) Participation of eligible service engineers/maintenance engineers to the meetings which shall be called for maintenance of MDM application.
j) Make modifications to software for no additional cost, broadly within the existing framework.
k) Deploy maintenance team as required in this work award to ensure trouble free maintenance of software and deploy a dedicated resource on-site as project manager at ALDC, BESCOM.
l) Develop the systems required to operationalize the Service Level Requirements as specified in para 3.4(b)

m) Fix errors reported in software in a timely manner and ensure high availability/reliability.
n) Brief BESCOM about the maintenance of the MDM system and servers (Three months report).
o) The bidder should upgrade the application, framework, database and operating system on timely basis to avoid any security breaches.
p) The bidder should update the security vulnerabilities identified during VAPT activities and guidelines issued by Cert-In.
q) The bidder should prepare document related:
- Application Training
- Application upgrade and implementation Methodology
- Security policies
- Backup policies

5.2 Functional Requirements to be fulfilled by the awardee:

Sl. No.	Requirement
(A) User Administration	
1	The system shall be role and access based, wherein a user designated as Administrator shall have the rights to assign and remove roles to a user
2	The user types envisaged are: A. Super Admin (one single user for the entire system) B. Admin C. Field Engineer & D. SCADA user
3	A user designated as "Super Admin" shall have the provision to download master data reports
4	User ID shall be created in the name of designation (e.g. Assistant Engineer, Tiptur sub-division) to which a person will be tagged
5	Transfer of users will be effected by changing details about a person tagged to a User ID
6	A user shall have the provision to change the name, address and contact information after logging into the system
7	System will e-mail password details to the e-mail address of the person registered during User ID creation
8	A system generated email will notify user about the User ID and password.
9	A user will have the "Forgot password" option, which when exercised will send a password reset link to the e-mail address of the user registered in the system. The user shall necessarily key in a new password while acting

Sl. No.	Requirement
	on the link
10	"Admin" user will have the provision to reset password and generate a new password for a user.

11	The geographical hierarchy of BESCOM shall be separately built into the system. For example:
	• BESCOM
	  ○ Zone 1
	  ○ Zone 2
	  ▪ Circle 1
	  ▪ Circle 2
	  • Division 1…n

12	Admin user shall have the provision to tag a user to a zone or a circle or a division etc. The user thus tagged can update master data and perform actions only pertaining to the assigned Geography. If a user is tagged to a zone, he/she can access and act on records as per the powers assigned to all geography (i.e. circle, division, etc.) underneath the zone
13	Admin user can disable a user ID and edit / remove powers assigned to a user
(B) Master Data Creation: (The awardee shall have the knowledge to study the existing methodology of Master Data and create and accommodate themselves for execution/ providing ATS and AM of MDM system)	
1	Admin user shall have the provision to assign Create/modify/view access individually to all the data fields, user category-wise. For example, the access rights to create and modify a certain data field such as Division Master can be retained only by the Admin. Whereas, create and modify access for feeder names could be assigned to field engineers
2	A user with requisite powers will have the provision to create a master directly in the system using online forms (i.e.) data field by data field. Thus, BESCOM feeder master will be created.
3	As an one-time exercise, BESCOM feeder master data could alternatively be loaded in the back-end, which will then be reviewed and finalized by admin / field users
4	The system will automatically read and process a data file generated by application-1 or application -2 system for preparation of the application1 Feeder Master or Feeder category master as in application2
5	A user with "Mapping" access rights will individually map/couple certain data fields such as Sub-station name / Feeder line
6	The system will compare the two relevant data sets (e.g. application -2 vs. application -3 for Feeder category and application -1 vs. application -3 for

Sl. No.	Requirement
	Sub-station name) and automatically match where possible or else show suitable mapping options. Either way, an authorized system user shall authorize and confirm to finalize the mapping of records
7	Each reconcilable data (e.g. Station name: BIDARE_66) in master data set will be marked by a status such as: A. Orphan = If not mapped / not reconciled B. Mapped = If the record is coupled with another data in a different master data set & C. De-coupled = A data once mapped can be de-coupled and this de-coupled data can be mapped to another data just as an orphan data D. Disabled = Data will be marked as disabled if a feeder line is made inoperative
8	Each data shall be identified by a unique identifier assigned by MDM. For example HARIHARA_66 will be identified by MDM reference 3456127. If the sub-station is subsequently renamed as HARIHAR_66, the MDM reference 3456127 will refer to HARIHAR_66.
9	Certain stations or feeders cut across geography. When a Station or feeder line is created in duplicate in two circles or geography, the system shall automatically identify the newly created data as a duplicate and publish a warning. The user can select a Station or feeder line already existing in the system and then append the requisite data.
10	A list of options in a data field (e.g. list of zones) shall be created once by the concerned “Admin” user, after which the options shall be compulsorily used by field Engineers. Field engineers will select from one of the items listed down in drop-down box.
11	While processing data provided by external IT systems, the system shall validate if MDM data provided by the external IT system matches perfectly with the current version of the master
12	MDM will time-stamp and maintain audit trail of all the changes made to the master data such as: 1. Date and time in which a Sub-station in SCADA Master is coupled with that of a Sub-Station in BESCOM Feeder Master & 2. Date in which a new Feeder line is created by an BESCOM official in MDM Thus, MDM will be designed such that master data for a data field as on a certain date can be downloaded from the system.
13	MDM would have to push and pull some data from external systems and based on that derive certain Master data. The following information for example would have to be picked up from application -2 and loaded in

Sl. No.	Requirement
	MDM: 1. Total number of energy units sold under different consumer types (e.g. Domestic and Commercial) connected to a certain feeder line in a certain month (e.g. August 2024) 2. Total number of energy units sold under consumers connected to a Feeder line residing in a certain geography (e.g. division and circle) in a certain month (e.g. August 2024) & 3. Number of DTCs connected to a feeder in a geography (e.g. circle and division)
14	MDM shall do certain ratio calculations on the data obtained from external systems and store both the raw data obtained from application -2 and ratio calculated based on this raw data. This ratio shall be made available to external IT systems as a web service. MDM shall thus act as a repository of key data fields, which multiple IT systems require.
15	Some of the raw data obtained from external systems may have to be processed and inserted in MDM. In which case, both the raw data and processed data shall be stored in MDM. There would be more than one processing logic, which shall be implemented within the scope of this RFP.
16	MDM shall make a provision to map (i.e. maintain two versions of the same data field) data where two alternate definitions of the same data field exist. For example: Sub-station / Feeder line name in SCADA can be different from that of the BESCOM feeder master. In which case, MDM shall make a provision to map individual data between the two data sets as given below: CHOWDANAKUPPE_66 in Feeder Master Value = CHAKUPPE_66 in SCADA Master
17	The source data for one single master data field may come from more than one IT system. For example, the master data for DTCs in a Division may come from external System A and for some other systems it may come from external System B. MDM shall consolidate data from different IT systems, implement requisite validations while processing the polled data for building the Master
18	One single master data field would have to be mapped with multiple IT systems such as: i. Consumer type definition: application -1 – BESCOM Feeder Master ii. Consumer type definition: application -2 – BESCOM Feeder Master In which case, MDM shall map one single data field with the master data of 2 or more external systems
19	Each Master Data loaded via the GUI shall be subjected to creator-approver process. Assignment of a user as creator/approver should be a configurable feature. The same user can be assigned both creator and approver rights

Sl. No.	Requirement
(C) Master Data Management	
1	The system shall automatically push and pull data from the external IT systems such as application -1 and application `-2 and pull certain data fields (e.g. Station master) periodically (e.g. once a day) and compare the Master data generated from the files vis-à-vis the Master data already existing in MDM.
2	MDM shall record and maintain both the previous name and revised name. The following data fields shall be provided in the Master shared with external IT systems: A. MDM reference: 3456127 B. Previous name: HARIHARA_66 C. Revision date: 04-11-2023 D. Revised name: HARIHAR_66 The previous name and revised name will be provided only if revision had taken place within the time period for which incremental to the Master data is sought.
3	The system shall distinctly show for the mapped data fields: A. Number of records available in System A, but not available in System B B. Number of records available in System B, but not available in System A
4	Admin (or any designated user) user shall have the rights to de-couple an already coupled data. The decoupled data can then be tagged differently by a user with the requisite access rights.
5	MDM will time-stamp and maintain audit trail of all the changes made to the master data such as: 1. Date and time in which a Sub-station in SCADA Master is coupled with that of a Sub-Station in ESCOM Feeder Master & 2. Date in which a new Feeder line is created by BESCOM official in MDM
6	The system shall automatically push and pull and process master data fields from various external IT applications such If there are discrepancies between the data provided by external IT system and the MDM master, such discrepancies shall be identified and shown to a designated user for further action.
(D) Reporting Requirements	
1	MDM shall be designed such that it has the provision to generate the following key master reports: 1. Full Master (as on a certain date) a. SCADA Master

Sl. No.	Requirement
	b. MDM Master c. Consolidated Master of SCADA and BESCOM (i.e. only coupled data) d. Master data for one or more fields in SCADA or MDM or the Consolidated Master 2. Incremental Master (changes made to the master between two dates) a. SCADA Master b. MDM Master c. Consolidated Master of SCADA and BESCOM (i.e. only coupled data) d. Master data for one or more fields in SCADA or MDM or the Consolidated Master
2	The master data reports shall be made available as: 1. File download in a machine readable format (e.g. Excel, .csv) by users of MDM 2. File deposited in a mutually agreed shared file location on a periodic basis 3. Web service which can be called by a software application

5.3 Technical Requirements to be fulfilled by the awardee:

Sl. No.	Requirement
1	The system shall be accessible over the Internet compatible with any of the commonly used browsers.
2	The system shall have a single sign-on functionality, wherein all users will log into the same instance for simultaneous operation of the application
3	The system shall have a robust Identity and Access Management controls, wherein the access rights assigned to a user will be verified during login
4	The system shall have the provision to send e-mails as a result of certain pre-defined set of actions (e.g. send password activation link in case of forgot password). The bidder should maintain the application and email integration.
5	The system shall be role based such that Admin user has the flexibility to assign and remove powers to the various users
6	The system shall implement Transport Layer security (TLS) using Secure Sockets Layer (SSL). The cost of SSL certificate is accounted in the bid price.

Sl. No.	Requirement
7	The Bidder should conduct 3rd party application security audit to identify any security lapses before handing over the application for production and user usage. The Bidder should submit the 3rd party application audit report to BESCOM for review. The Bidder should not charge BESCOM for application audit and should conduct the same at his own cost.
8	The existing software & server, which is under the Intellectual Property Right of BESCOM is been firmly ensured. Further the required modifications made during the annual maintenance contract period in the software, in the hardware or any other item covered in this contract shall be deemed to be Intellectual Property Right of the BESCOM. Your firm shall not be entitled to claim right/ownership/IPR over the modifications/changes/up-gradation made during the annual maintenance contract period. The Bidder shall sign NDA with BESCOM for data security and should not use the application data for any other purpose.
9	The firm shall provide detailed documentation about the software, source code of the software, literature, warranty /guarantee certificate of the items which are provided/replaced to BESCOM during the maintenance period.
10	The system shall adhere to the service levels specified in the para 3.4(b)
11	The Bidder should access the application from MAC validated systems only and accessing the production environment should only allowed from systems in the BESCOM corporate office environment.
12	The cost of networking equipment required to connect the servers to the data center set-up is included in the award price. BESCOM shall not procure networking equipment or pay separately for Networking equipment

5.4 Training:

The successful Bidder shall arrange training for the team of officers of BESCOM regarding topics on the latest features/ capabilities of deployed product, OEM prescribed course on the product etc.

6. Section VI: Forms:

Form: 1 : Bidder's Organization details *(To be uploaded on the Letterhead)*

Sl. No.	Particulars	Details
1.	Name of the Bidder organization	
2.	Address of the Bidder	
3.	Status of the Company	
4.	Details of Incorporation of the Company	Date:
		Ref. #
5.	Details of Commencement of Business	Date:
		Ref. #
6.	Valid Sales tax registration no.	
7.	Valid Service tax registration no.	
8.	Permanent Account Number (PAN)	
9.	Name & Designation of the contact person to whom all references shall be made regarding this tender	
10.	Telephone No. (with STD Code)	
11.	E-Mail of the contact person:	
12.	Fax No. (with STD Code)	
13.	Website	

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name: Company Seal

Address:

Place:

Date

Form: 2 Performa for Contract Performance Guarantee

Performa for Bank Guarantee (For or Contract Performance Guarantee)

(To be stamped in accordance with Stamp Act, if any, of the Country of the issuing Bank)

Bank Guarantee no..... Date: / /

To,
Chief General Manager (Operations),
Bangalore Electricity Supply Company Limited,
3rd Floor, 2nd Block, Corporate Office, K.R Circle,
Bangalore-560001, Karnataka, India

Dear Sir,

In consideration of the.... *[Purchaser's Name]* ..... (Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assignees) having awarded to M/s ..... *[Contractor's Name]* ..... with its Registered/Head Office at..... . (Hereinafter referred to as the 'Contractor'), which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the *Purchaser's* Letter of Acceptance no. ..... dated ..... and the same having been acknowledged by the Contractor, for ..... [Contract sum in figures and words] for ..... *[Scope of Work]* and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to five percent (5%) of the Contract Price of the aforesaid work under the Contract to the Purchaser.

We..... [Name & Address of the Bank]..... having its Head Office at..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assignees) do hereby guarantee and undertake to pay the Purchaser, on demand any and all monies payable by the Contractor to the extent of .... (*) ..... as aforesaid at any time up to..... (@) ..... [days/month/year] without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till .....[day/month/year] whichever is earlier.

The Purchaser shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of

the Contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities.

Our liability under this Bank Guarantee shall not exceed ……

This Bank Guarantee shall be valid up to and including ……

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serve upon Bank a written claim or demand within ninety (90) calendar days from the above mentioned expiry date of validity or, from that of the extended date.

Dated this…… day of …… 2025 at……

WITNESS

(Name)

……
……

(Signature)

(Name)

……
……

(Signature)

……
……

(Official Address) (Designation with Bank Stamp)

Attorney as per with Power of Attorney no……

Note: The Stamp paper of Rs.500/- value shall be purchased in the name of guarantee issuing Bank.

Form: 3 Declaration on not being blacklisted /defaulter

(To be submitted on the Letterhead of the Company)

To,

Chief General Manager (Operations),
Bangalore Electricity Supply Company Limited,
3rd Floor, 2nd Block, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Sub: RFP for providing Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM.

Ref: Tender Enquiry No.**BESCOM/2025-26/SE0239/CALL-2**

Dear Sir,

We confirm that our company is not blacklisted/defaulter for any fraudulent actions by BESCOM or by any state/central Government institution or any Public Sector Organization.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 4 Declaration of Acceptance of Terms and Conditions in RFP

(To be submitted on the Letterhead)

To,

Chief General Manager (Operations),
Bangalore Electricity Supply Company Limited,
3rd Floor, 2nd Block, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Sub: RFP for providing Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [Tender enquiry No. **BESCOM/2025-26/SE0239/CALL-2.**]

for "Providing Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM". I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 5 Letter of Proposal Submission

(To be submitted on the Letterhead)

To,

Chief General Manager (Operations),
Bangalore Electricity Supply Company Limited,
3rd Floor, 2nd Block, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Dear Sir,

We, the undersigned, offer our proposal for "Providing Annual Technical Support and Annual Maintenance of Master Data Management system (MDM) for BESCOM." in accordance to the terms and conditions stipulated in RFP invited vide enquiry No.: **BESCOM/2025-26/SE0239/CALL-2.**

We are hereby submitting our Proposal, which includes

a) Financial Proposal
b) Technical Proposal
c) EMD of the prescribed amount (paid online as defined in the KPP portal)
d) Bid processing fee of the prescribed amount (paid online as defined in the KPP portal)

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the price. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 6 Price Bid

The Price should be entered/Keyed in the KPP portal in financial bid section. Please refer to section 2.17 of this document.

Bidders should not upload the Price bid form as part of technical Bid. If the price bid is uploaded the bidders will be disqualified.

The detailed price breakup for the Bill of Materials of the Price bid of the qualified bidders shall be submitted in Hard Copy on the date of opening the Price bid to the Office of Chief General Manager (Operations) as per the below format:

SL No.	Particulars	Amount INR
1.	**Part-A:** Application Up gradation cost, Data migration and hardware refresh cost	
2.	**Part-B :** (i) Hardware AMC + Application ATS cost + Connectivity charges for One year.	
	(ii) Hardware AMC + Application ATS cost +Connectivity charges for Five years	
3	**Part-C [Part-A + Part-B(ii)]:** **Total amount put to tender**	

Form 7: Certificate for clause regarding restrictions on procurement from Bidder of a country which shares a land border with India

To,

Chief General Manager (Operations),
Bangalore Electricity Supply Company Limited,
3rd Floor, 2nd Block, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Dear Sir,

This is to certify that I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfills all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)

Authorized Signature [In full and initials]:

Name and Title of Signatory:
Name of Company/Firm

Form 8: Banker's Certificate

ON BANKERS LETTER HEAD

……

FORMAT OF BANKER'S CERTIFICATE/ LINE OF CREDIT LETTER

[TO BE ISSUED IN THE LETTER HEAD OF BANK BRANCH]

Reference Number (SL No.) Place:

Date:

To:

[Name and Address of the beneficiary]

This is to certify that M/s. ……(name of the customer) having their registered/ administrative office at …… is a customer of our Bank and is engaged in ……(nature of activity). Their financial transaction with our Bank has been satisfactory. Therefore, we have extended credit facilities as below to meet their financial requirement towards the execution of the ……(brief details of work) as per the Loan Policy of the Bank:

SL No.	Type of facility	Amount in Rs. (As on date of issue of certificate)
(1)	Cash at Bank	Rs……..
(2)	Term Deposits	Rs……..
(3)	Fund based Credit facility (includes Overdraft)	Sanctioned Limit: Rs…..; Utilized amount: Rs…..; Available Balance amount: Rs…..

Note:- Date of the Certificate

Liquid Assets as on last date of previous month of tender inviting date or at a later date before submission of the bid.

Yours Faithfully,

BRANCH MANAGER